

UKG Dimensions Trust Site Communications

Sign up to receive critical communications about your UKG Dimensions solution

Welcome to UKG Dimensions!

One of the most exciting and informative resources is your UKG Dimensions™ Trust Site, which provides a transparent view of solution status through the online UKG Kronos Community whenever you need it. We encourage you to become acquainted with your Trust Site and sign up to start receiving email notifications right away. This will ensure that you're always informed about the status of your solution.

The Trust Site features information that's unique to your organization and specific to your solution's status details. That's why communications coming from this tool are so valuable — they proactively deliver critical information about *your* UKG Dimensions solutions right to your inbox.

UKG Dimensions Trust Site communications

The Trust Site is the source of all communications about your UKG Dimensions **tenants**. After you register for the UKG Kronos Community, we highly recommend that you, the project team, and administrators visit the [Trust Site](#) and opt in to receive these important email notifications.

The three types of communications sent from the Trust Site are:



Incident notifications

Be alerted to any unplanned or emergency alerts, outages, performance degradation, etc.

Opting in for incident notifications means you will receive an email each time UKG identifies an issue impacting the availability or performance of your solution.



Maintenance updates

Receive updates for planned and scheduled maintenance events as well as which tenants are impacted.

You will receive reminders in advance of the scheduled event, followed by email notifications when the event is in progress and when the event has completed.



Announcements

Stay informed about upcoming releases, products, and roadmap changes.

Learn more about supporting resources that will ensure you, your team, and your organization are prepared, trained, and ready to embrace new features with confidence.

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Let's review what to expect from each category of communications, how often recipients will see messages in their inboxes, and who at your organization should receive which types of communication.

What to expect from incident notifications

Incidents are unplanned or emergency events, outages, performance degradations, etc. These communications are critical and timely and are sent only as needed. Opting in for incident notifications means you will receive an email each time UKG (Ultimate Kronos Group) identifies an issue impacting the availability of your solution — and provides information on its impact. Any Trust Site user who opts in to incident notifications will receive updates hourly or at regular intervals until resolution.

Anyone who is responsible for managing the operations and maintenance of your organization's UKG Dimensions solution — including administrators, IT staff, and operations employees — will find value in subscribing to this communication type for timely incident notifications and alerts. The project team responsible for managing the deployment of UKG Dimensions also should sign up to receive incident notifications and alerts.

What to expect from maintenance updates

Maintenance updates are based on planned events. Opting in to this communication type will trigger emails when maintenance events are scheduled. These communications will tell you which tenants are impacted and how the scheduled maintenance event will impact your access to the solution. Any Trust Site user who opts in to receive maintenance updates will receive an email that notifies them about the scheduled event, then a reminder 48 hours in advance of the scheduled event, followed by an email that the event is in progress. Finally, they will be notified after the maintenance activity is complete. However, for maintenance events with less than 48 hours of notice (e.g., emergency maintenance), a reminder notification will not be sent — all other communications will remain the same.

We recommend that any person in an administrator, IT, or operations role should opt in to receive maintenance updates. The project team responsible for managing the deployment of UKG Dimensions should also sign up to receive maintenance updates.

What to expect from announcements

Announcement communications are intended to inform you about upcoming releases, including new features, enhancements, and additional product updates. These emails also emphasize and highlight helpful resources — such as release notes, documentation, training, and more — that will ensure you, your team, and your organization are prepared, trained, and ready to embrace the new release with confidence.

Announcements are for any UKG Dimensions user or team who should be kept in the loop about upcoming enhancements in new releases.

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Trust Site communications overview

Type	Frequency	Audience
 Incidents	Every hour or at regular intervals until resolution	Any person who serves in the following roles should opt in to incidents: <ul style="list-style-type: none"> Administrators (IT, HR, Payroll) Operations Project team
 Maintenance	4 emails sent per maintenance event* *3 emails are sent when the event is scheduled within 48 hours	Any person who serves in the following roles should opt in to maintenance: <ul style="list-style-type: none"> Administrators (IT, HR, Payroll) Operations Project team
 Announcements	Workforce Management: 3—5 emails per release cycle	Any person who needs to know about the following items should opt in to announcements: <ul style="list-style-type: none"> New and upcoming releases Enhancements and new features Additional features that may or may not be enabled Improved functionality Training and resources to prepare for new features in an upcoming release
	Human Capital Management: 2 emails per release cycle	

Preparing for the next release

The more you know, the better prepared you can be for an upcoming release. Choosing to receive Announcements provides you with timely and relevant information about the upcoming release — including new features, enhancements, integrations, APIs, patches, and more. You can always find the most updated release content and information by visiting Release Readiness on the UKG Kronos Community: [Workforce Management \(WFM\)](#) or [Human Capital Management \(HCM\)](#).

Additionally, we **highly recommend** that you join the [Dimensions groups](#) that matter most to you — also in the UKG Kronos Community — to learn about upcoming releases, relevant content, and conversations that support user adoption, provide common practices, offer tips and tricks, and promote opportunities to network with your peers and product experts.

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How to subscribe to Trust Site communications

Log in to your Trust Site.

1. Navigate to status.kronos.com and log in directly with your UKG Kronos Community credentials.
2. Click the green button labeled “Click here to subscribe to emails.”
3. Select the boxes to opt in to receive emails about incidents, maintenance, and announcements.

